

Business Boost Grants

Round 4 Guidelines

About the program

The program assists small business to enhance their **efficiency** and **productivity**. Support includes funded activities in **three priority areas**:

1. Future planning
2. Specialised and automated software
3. Planning and systems for staff management and development.

Program key details

Business size	Small businesses with 2-19 employees (headcount)
Opening date	Stage 1: 9am, Monday 24 June 2024
Closing date	Stage 1: 5pm, Friday 28 June 2024
Application process	<ul style="list-style-type: none"> • Stage 1: Registration of interest (ROI) • Stage 2: Full application
Grant type	Competitive – not all applications will be funded
Available funding	\$10,000-\$20,000 (excluding GST)
Equal co-contribution	Applicants contribute an equal amount to the funding requested from DESBT (that is at least 50% contribution)
Suppliers	Maximum of two. DESBT may prioritise applications with supplier quotes from Queensland-based Australian companies.
Project length	12 months
Payment milestones	<ul style="list-style-type: none"> • Milestone 1: On completion of a compliant 3-month report – 50%; • Milestone 2: On acquittal at project completion – 50%;
Key documents	<ul style="list-style-type: none"> • Terms and Conditions • Frequently Asked Questions • ROI application form sample

Funded businesses are expected to:

1. boost turnover, profit and employment,
2. increase business confidence and skills,
3. enhance the business' efficiency and productivity, and
4. improve business resilience and survivability.

The program is administered by the Department of Employment, Small Business and Training (DESBT).



Available funding

Businesses can apply for funding ranging from \$10,000 to \$20,000 (excluding GST). If successful, funding is paid in 2 instalments:

- Milestone 1: On completion and assessment of your 3-month report – 50%;
- Milestone 2: On acquittal and assessment at project completion at 12 months – 50%.

Successful applicants **must equally co-contribute (50%) towards the total project cost.**

DESBT **will not fund** projects with:

- ✗ a total cost of less than \$20,000 (excluding GST) or
- ✗ payments made before submitting the Stage 2: Full Application (project must not have commenced substantially).

The table below shows the breakdown of total project costs and co-contribution amounts.

	Minimum	Maximum
Total project costs (excluding GST)	\$20,000	\$40,000*
Applicant contribution (at least 50% of total project costs)	\$10,000	\$20,000
Total grant funding	\$10,000	\$20,000

* Total project cost can be more than \$40,000, but the maximum amount DESBT will contribute is \$20,000 excluding GST.

Eligibility criteria

To be eligible for this grant, the business must meet the following criteria **at the time of** application submission:

- ✓ have between **2 and 19 employees** (by headcount*);
- ✓ be operating and have an **active Australian Business Number (ABN)**[^];
- ✓ be **registered for GST**[^];
- ✓ have a registered **Queensland headquarters** location[^] (as per your Australian Business Register (ABR) record);
- ✓ be established and financially sound;
- ✓ experiencing growth, with a **net profit** in the last financial year (2023/24)[♦];
- ✓ have a **minimum turnover of \$300,000 (minimum)** in the last financial year (2023/24);
- ✓ have a publicly accessible web presence to identify business operations (for example, business website, social media pages);
- ✓ **not** have been **approved for funding** under earlier Business Boost rounds; and
- ✓ **not** be insolvent or have owners/directors that are an undischarged bankrupt[^].

* Headcount includes all full time, part-time and casual employees including Non-Executive Directors

[^] Your business must maintain this eligibility for the **duration** of the grant funded project.

♦ The accountant's letter provided at the last stage of assessment (if invited) must state a **net profit** for the business.

Eligible activities

DESBT **will fund** eligible project activities that fall within the **three** priority areas. Note: the list of eligible activities is not exhaustive, similar project activities may be considered.

Priority area	Example
<p>1. Future planning</p> <ul style="list-style-type: none"> ✓ Strategic business planning for innovation and growth. ✓ Implementing a governance board to guide strategic planning. ✓ Identifying and capitalising on export opportunities while adhering to requirements. ✓ Compliance with industry regulations and standards, including sustainability. 	<p><i>You commission a detailed, evidence-led business plan to evaluate strategies to diversify your business, such as exporting to new markets, with the aim of maximising returns, expanding operations and increasing business resilience.</i></p>
<p>2. Specialised and automated software</p> <ul style="list-style-type: none"> ✓ Design and implementation of sophisticated cloud platforms, online management systems and/or applications including: ✓ Artificial Intelligence systems (e.g. AI chatbots) ✓ Customer relationship management systems ✓ Cybersecurity tools ✓ Data warehouses ✓ Production systems ✓ Software integration (including specialised software subscriptions) ✓ Quality & compliance and risk management systems. 	<p><i>You seek to implement an AI chatbot to enhance customer engagement, streamline processes, and provide 24/7 support.</i></p>
<p>3. Planning and systems for staff management and development</p> <ul style="list-style-type: none"> ✓ Strategic human resource management fostering skills development, robust recruitment strategies, and seamless onboarding for new personnel. ✓ Professional development through targeted transitional training and initiatives. ✓ Employee performance management frameworks and evaluation systems. 	<p><i>Your business is experiencing growth but faces challenges in attracting staff, building new employee skills, and managing a growing workforce. You commission a 6-month human resources training program to enhance your business confidence and skills.</i></p>

Non-eligible activities

DESBT **will not fund** the following activities:

- ✗ computer hardware/gadgets (e.g. computer servers, PCs, tablets/iPads, mobile phones, headphones)
- ✗ delivery fees, credit card surcharges and international transaction fees
- ✗ fleet vehicles
- ✗ franchise fees
- ✗ general business operating costs (e.g. bookkeeping/accounting, tax returns)
- ✗ goods and services bought via direct selling (e.g. by party plan or network marketing)
- ✗ goods and services paid using crypto-currencies, cash, barter, or services in-kind
- ✗ goods, services, or fees from related parties*
- ✗ GST, registration and fees
- ✗ maintenance of existing digital technologies
- ✗ marketing/advertising services of any kind
- ✗ memberships, subscriptions and joining fees
- ✗ non-specialised software and licenses (e.g. Microsoft 365, Google Workspace)
- ✗ other equipment (e.g. televisions, point of sales systems, EFTPOS, card/chip readers)
- ✗ outsourcing of recruitment services to employ staff
- ✗ purchase of stock
- ✗ real estate/property, hire, lease, or rental fees
- ✗ salaries and wages
- ✗ Search Engine Optimisation (SEO)
- ✗ travel and accommodation
- ✗ website hosting
- ✗ utilities (e.g. internet, phone, water and/or waste bills)

**Related parties include companies with common shareholdings or directors, employees or immediate family.*

Additional considerations

During assessment, DESBT retains discretion to relax eligibility criteria as necessary to align funding allocation with the grant program's objectives, including that grant-funded activities represent value for money. Consideration may be given to:

- adjust the grant guidelines to accommodate diverse business ownership or businesses in regional or remote Queensland.
- approve grant-funded activities related to the priority areas.

Before you apply

Grant applicants have time to prepare their ROI application – it will open at 9am, 24 June 2024. Submit your application by completing these steps.



1. Read the key documents and information

These Guidelines, [Terms and Conditions](#), [Frequently Asked Questions](#) and the [ROI application form sample](#).

2. Check your eligibility

Refer to page 2 and 3 for additional details.

3. Apply for a [DESBT SmartyGrants Applicant account](#) (if you don't have one already).

4. Ensure your **ABR profile** for your business is up to date (check your ABN status, GST status and Main Business Location).

5. Submit your application

Note: *If necessary, a virtual queue may be present on the SmartyGrants portal. If so, the queue will provide estimated wait times.*

Before you submit your application ensure that it:

- ✓ is complete and includes all required supporting evidence, with every question validated.
- ✓ contains only realistic and probable answers.
- ✓ is submitted by the business itself, not a third-party¹.
- ✓ is the only application you submit; each eligible business **or financial beneficiary**² is allowed only one application per round.

¹ Third parties can include:

- business and financial advisors, e.g. accountants, or suppliers in your application.
- where you submit your application from, e.g. from an accountant or supplier's office.

² DESBT considers a related party and/or financial beneficiary as those who gain advantage and/or profits from something including receipt or distribution from a trust, will or life insurance policy. This can include companies with common shareholdings, directors, employees, or immediate family.

Apply at [Business Boost Grants Program | Business Queensland](#) when the grant opens.

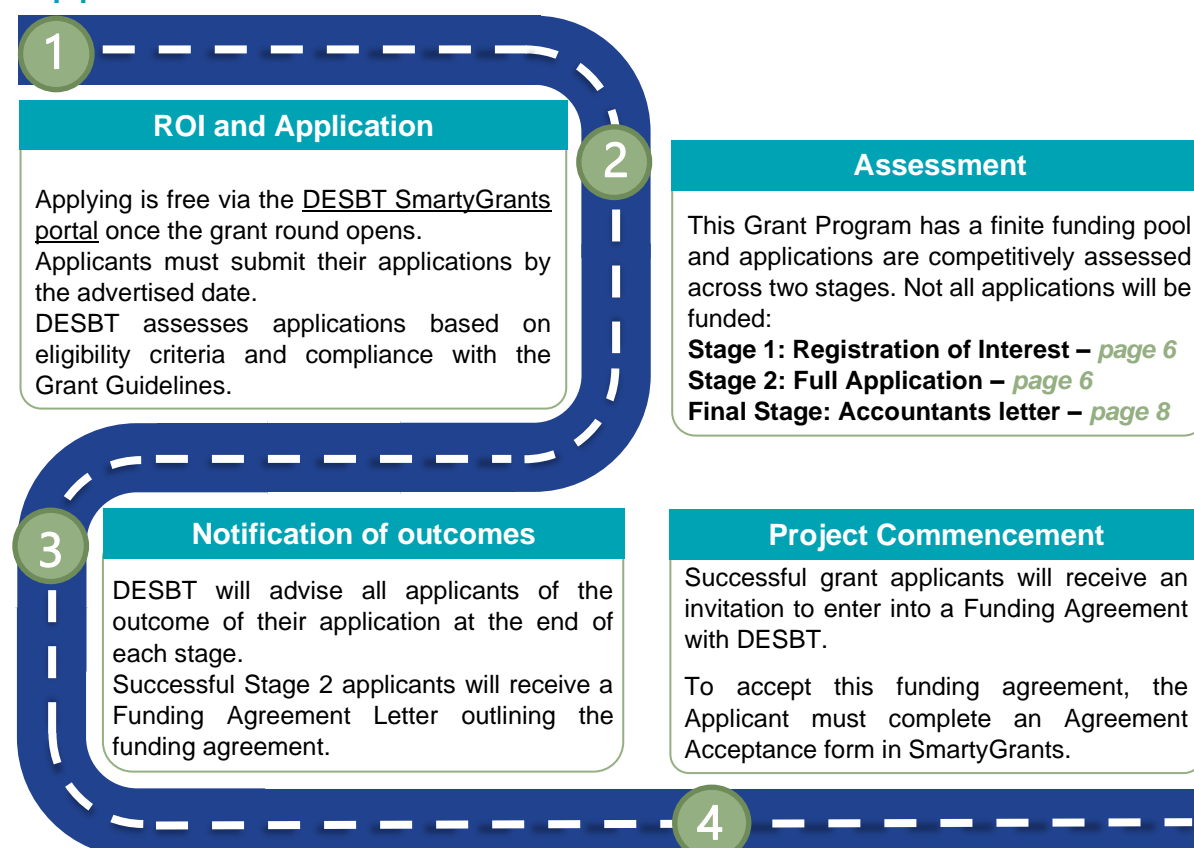
Key Application Dates

	Open	Close	Notification
Stage 1	9am, Monday 24 June 2024	5pm, Friday 5 July 2024	Est. Mid July 2024
Stage 2	15 July 2024	26 July 2024	Est. November 2024

Note: DESBT reserves the right to modify the key dates at any time, and changes will be reflected in published materials. Applicants will be notified of changes where possible.

DESBT provided notice of the grant and access to supporting documents on 10 June 2024.

Application Process



Detailed application process

Stage 1: Registration of Interest

Businesses must submit a Registration of Interest (ROI), an online form that collects essential business details to confirm eligibility.

After Stage 1 closes, eligible ROIs enter a ballot process with selected applicants invited to submit a Stage 2 Full Application. All eligible ROIs have an equal chance to advance to Stage 2. The number of registrations selected will be sufficient to enable DESBT to undertake a competitive assessment process in Stage 2.

In your Registration of Interest (ROI) application, you will be asked to:

Details

- Confirm the business meets the eligibility criteria (see page 2);
- Provide core business and contact information; and
- Provide Responsible Person demographic information.

Businesses that are not selected for Stage 2 will be notified. For Stage 1 outcomes, all DESBT's decisions are final and are not subject to review.

Stage 2: Full Application

If your **Stage 1** ROI application is selected, you will be invited to submit a full application. In addition to the information provided in the ROI, in the full application you will be asked to:

Details

- Update (if required) the core business and contact information; and
- Provide business demographic information and business description; and
- Provide proposed project details – priority area and how it will improve efficiency/productivity; and
- Provide proposed project expected outcomes – growth in revenue, gross profit and headcount and how your project would help you to achieve those outcomes.
- Confirm business' financial contribution

Supporting Evidence

- Verify the main business location (MBL) – if applicable (see below).
- Verify the link between trust and business – if applicable (see page 7).
- Verify the link between Responsible Person and business – if applicable (see page 7).
- Provide a completed **100-points of identification check form** for the nominated Responsible Person (see 100-points of identification check form on page 7).
- Provide independent Australian supplier (mandatory) **quote/s (no more than 2)** (see Supplier Quotes on page 7).

Verify the main business location (MBL) – if applicable

In Stage 1 DESBT will verify your business's main business location (MBL). If the Australian Business Register (ABR) shows your MBL is outside of Queensland, you must provide one of the following evidence documents in your Stage 2: Full Application:

- ✓ A copy of the applicant's Australian Securities and Investment Commission (ASIC) company statement listing a Queensland address as 'principal place of business'.
- ✓ An accountant's letter confirming the business has changed to a Queensland MBL.

Verify link between trust and business – if applicable

In Stage 1 if you nominate the ABN of a trust, and you conduct business under a different name (other than the entity named in the Applicant ABN), DESBT will verify both entities are clearly related and operated by the same parties using your business' ABR record.

If we are unable to verify a link, you will be asked to provide one or both of the following evidence documents in your Stage 2: Full Application:

- ✓ A copy of the applicant's ASIC Company Statement listing both entities.
- ✓ An accountant's letter confirming the two entities are operated by the same parties outlining the business relationship.

Verify link between Responsible Person and business – if applicable

In Stage 1 DESBT will verify the link between the nominated Responsible Person and your business using your business' ABR record.

If we are unable to verify a link using ABR, you will be asked to provide one of the following evidence documents in your Stage 2: Full Application:

- ✓ A copy of the applicants ASIC Company Statement listing both entities, or
- ✓ A letter on the Applicant's business letterhead confirming the Responsible Person's position and authority to act on behalf of the business.

100-points of identification check form

Provide a completed 100-points of identification check form from the nominated Responsible Person witnessed by a Queensland Justice of the Peace or Commissioner for Declarations.

💡 Please refer to the [100 Point Identification Check Form](#) required – details on the proof of identity and approved witness requirements are included on the Form.

Supplier quotes

Business must use an **Australian supplier** for their proposed grant funded project. Quotes must be comprehensive and include:

- ✓ Supplier details – supplier name, ABN, contact details and website URL.
- ✓ Comprehensive details – including details of the project, description of services and outline of key activities or items.
- ✓ Quotes must be a formal quote on the supplier's letterhead
- ✓ Itemised services – where there is a cost per service that is being purchased.
- ✓ If it's a shopping cart for an online purchase, then a screenshot/print out is acceptable.
- ✓ Can contain **ineligible** activities, but these must be itemised, and must be excluded from the Total Supplier Cost entered into the Application.

💡 Please refer to the [Sample Supplier Quote](#) for an example of what the Department considers comprehensive.

Assessment

Stage 2: Full Applications are **assessed** for **compliance** against the **eligibility criteria** and their **competitiveness** against the program guidelines and assessment criteria.

Applicants must demonstrate the extent to which the grant funded activity will:

5. boost turnover, profit and employment; and
6. increase business confidence and skills; and
7. enhance the business' efficiency and productivity; and
8. improve business resilience and survivability; and
9. demonstrate value for money.

DESBT may prioritise applications for fair distribution across geographic areas; other economic factors such as priority industries; and Queensland's diverse business population (including diversity in ethnicity, culture, people with disability, gender and age).

Final stage of assessment

Applicants who have sufficiently passed assessment will be asked to provide an Accountant's letter verifying the turnover, gross profit, and headcount for the business in 2023/24.

Accountants letter

Provide a letter from a **registered** accountant/tax agent confirming your business' 2023/24 turnover, net profit and employee headcount. This letter serves as evidence of the financial and operational details of your business.

The accountant **must not be a current employee of the business** and must be registered with one of the following:

- [Tax Practitioners Board](#)
- [Certified Practising Accountant](#) (CPA)
- [Chartered Accountants Australia and New Zealand](#) (CA ANZ) or
- [Institute of Public Accountants](#) (IPA).

The accountant letter must be on a company letterhead, dated and contain the:

- accountant's business name and ABN
- accountant's full name
- qualification held (post-nominals)
- registration number and expiry.

Notification of outcome

DESBT will advise all applicants of assessment outcomes following each stage of the application process. We will endeavour to do this as promptly as possible, considering the volume of applications received.

Due to the grant program's comprehensive assessment, due diligence, and government approval process, applicants can typically expect to receive notification of their submission's outcome following the Key Application Dates outlined on page 5.

All outcomes will be communicated via email. Successful Final Stage applicants will receive a Funding Agreement Letter detailing the proposed funding agreement and inviting the Applicant to accept the funding terms.

Funding agreement and payment

Grant Recipients who accept the funding terms and enter into a funding agreement with DESBT will receive funding of up to **\$20,000** (excluding GST). Funding is paid in two instalments:

1. Milestone 1: On completion and assessment of your 3-month report – 50%;
2. Milestone 2: On acquittal and assessment at project completion at 12 months – 50%;

Recipient completed activities

Grant Recipients must complete their project within 12 months of receiving their Funding Agreement Letter.

When recipients complete their project, they can apply to acquit their grant. DESBT will acquit the grant starting at 6 months (acquittal spaces will be issued in batches).

You must keep all application evidence, supplier quotes, corresponding invoices, receipts and bank transaction for audit purposes.

If you vary your approved project in any way, you must inform DESBT immediately. See the ['Making changes to your approved grant'](#) for more information.

Reporting

If requested, Applicants must complete:

1. a **three-month project report**
 - The report is to include details on the progress you have made with your project, any issues you've experienced and answer some questions about the process so far. This report is mandatory to receive the Milestone 1 payment.
2. A **final acquittal report** on completion of the project
 - The report is to include details on the assets/services received, project implementation, and the impact on the business including the results and outcomes received. This report is mandatory to receive the grant funding.

Further information

For more information about grants or your application, call the DESBT **Small Business Hotline 1300 654 687** or email boost@desbt.qld.gov.au.

Policy Owner:	Deputy Director-General, Investment Department of Employment, Small Business and Training
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Effective Date:	23/06/2024
Version:	v.2.1

Privacy Statement

During the application process DESBT will collect personal information for the purposes of:

- managing the Business Boost grants program;
- promoting relevant issues and services to you; and
- researching and reporting on grant programs.

DESBT, including its employees, may use and disclose the personal information provided in the application to third parties for these purposes. Third parties include:

- Queensland government departments and agencies
- Commonwealth government departments and agencies
- Other state or territory government departments and agencies; and
- non-government organisations.

DESBT or the Minister responsible for the Small Business portfolio may publish grant recipient information on government websites or in media releases while publicising the outcomes of the program. Published information may include business name, funding amount, suburb/postcode, and outcome details.

DESBT will only use your information for these purposes. DESBT will handle your personal information in accordance with the *Information Privacy Act 2009*. DESBT will not otherwise use or disclose the information unless authorised or required by law.

You may view the Queensland Government's privacy guide at www.qld.gov.au/legal/privacy

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